



2020

Sustainability snapshot

Pursuing a low-carbon future

The 2020 Sustainability Report captures the progress we're making in our environmental, social and governance responsibilities. We're putting strategies in place, making investments, building positive momentum – and we're just getting started.

“Canadians want their postal service to do the right thing when it comes to safety, reducing our environmental impact, building an inclusive workplace – and a whole lot more.”

Doug Ettinger, President and CEO, Canada Post

Key highlights

Our business

\$221M invested in renewable energy

100% recyclable paper bands on shipping boxes

CREATED National Joint Equity and Diversity Committee

Our customers

20% decrease in access to information complaints

13% decrease in well-founded privacy complaints

38% decrease in official languages complaints

Our planet

353 hybrid vehicles joined our fleet

Waste diversion rate up 3%

IDENTIFIED 7 Sustainable Development Goals where we have the greatest direct influence

Our communities

\$60,000 in scholarships awarded to Indigenous students and students with disabilities

\$1.3M in GRANTS distributed to 118 community organizations

LAUNCHED Indigenous and Northern Reconciliation Strategy

Our people

40% of senior management are women

31% reduction in total injury frequency rate

Canada Post named Canada's MOST TRUSTED BRAND

Canada Post at a glance

6.3 BILLION
PIECES of mail,
parcels and
messages
delivered



Over

68,000
EMPLOYEES

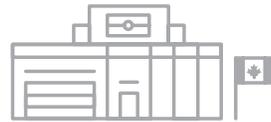
Paid full-time
and part-time
employees, including
management,
temporary, casual
and term employees

389 MILLION



Parcels

21



Processing plants

6,026



Post offices

474



Depots

3.3 BILLION



Pieces of direct
marketing

21,713



Street letter boxes

More than

16.7M

Addresses served
in urban, rural and remote
locations across Canada



More than

22,500

Delivery routes
in urban, rural and mail
service carrier



For a full version of the Sustainability 2020 Report, please visit canadapost.ca/sustainability



We are partners of
several organizations,
including:



Sustainable Packaging
Coalition

